Metro C West Incident Report May 2012
As of **6/14/2012**

Metro C West Desktop Support

First Contact Resolution
First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	**Top Number - Total Incidents**			
		Bottom Number - First Contact Resolution			
		High	Low	Medium	FCR Total
Metro C West Desktop Support	Bill Hall	0 / 0	80 / 48	0 / 0	80 / 48
	Brian Bobo	0 / 0	16 / 16	0 / 0	16 / 16
	Cody Flanders	0 / 0	9 / 3	0 / 0	9 / 3
	Hal Wold	0 / 0	10 / 2	0 / 0	10 / 2
	Jared B Jensen	0 / 0	6 / 6	0 / 0	6 / 6
	Jeff Bench	0 / 0	41 / 41	0 / 0	41 / 41
	Mike Larsen	1 / 0	41 / 30	1 / 0	43 / 30
	Shane Squire	0 / 0	12 / 4	0 / 0	12 / 4
	Shellie Ramsay	0 / 0	6 / 5	0 / 0	6 / 5
	Tyson Wall	0 / 0	39 / 39	0 / 0	39 / 39
	Assigned to Individual Total	1 / 0	260 / 194	1 / 0	262 / 194

Metro C West Desktop Support

	High	Low	Medium	FCR Total
Assigned Group Total	1	260	1	262
	0	194	0	194

Metro C West Desktop Support

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Metro C West Desktop Support	Bill Hall	0 0	80 0	0 0	80 0
	Brian Bobo	0 0	16 0	0 0	16 0
	Cody Flanders	0 0	9 0	0 0	9 0
	Hal Wold	0 0	10 0	0 0	10 0
	Jared B Jensen	0 0	6 0	0 0	6 0
	Jeff Bench	0 0	41 0	0 0	41 0
	Mike Larsen	1 0	41 0	1 0	43 0
	Shane Squire	0 0	12 1	0 0	12 1
	Shellie Ramsay	0 0	6 0	0 0	6 0
	Tyson Wall	0 0	39 0	0 0	39 0
	Assigned to Individual Total	1 0	260 1	1 0	262 1

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Metro C West Desktop Support

	High	Low	Medium	MIR Total
Assigned Group Total	1	260	1	262
	0	1	0	1

Metro C West Desktop Support

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Metro C West Desktop Support	Bill Hall	0 0.00	80 0.00	0 0.00	80 0.00
	Brian Bobo	0 0.00	16 0.00	0 0.00	16 0.00
	Cody Flanders	0 0.00	9 0.29	0 0.00	9 0.29
	Hal Wold	0 0.00	10 0.05	0 0.00	10 0.05
	Jared B Jensen	0 0.00	6 0.00	0 0.00	6 0.00
	Jeff Bench	0 0.00	41 0.00	0 0.00	41 0.00
	Mike Larsen	1 0.03	41 0.05	1 0.00	43 0.05
	Shane Squire	0 0.00	12 0.13	0 0.00	12 0.13
	Shellie Ramsay	0 0.00	6 0.02	0 0.00	6 0.02
	Tyson Wall	0 0.00	39 0.00	0 0.00	39 0.00
	Assigned to Individual Total	1 0.03	260 0.03	1 0.00	262 0.03

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Metro C West Desktop Support

	High	Low	Medium	ATTIR Total
Assigned Group Total	1 0.03	260 0.03	1 0.00	262 0.03

Metro C West Desktop Support

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
Metro C West Desktop Support	Bill Hall	0 0	80 0	0 0	80 0
	Brian Bobo	0 0	16 0	0 0	16 0
	Cody Flanders	0 0	9 0	0 0	9 0
	Hal Wold	0 0	10 2	0 0	10 2
	Jared B Jensen	0 0	6 0	0 0	6 0
	Jeff Bench	0 0	41 2	0 0	41 2
	Mike Larsen	1 0	41 0	1 0	43 0
	Shane Squire	0 0	12 2	0 0	12 2
	Shellie Ramsay	0 0	6 0	0 0	6 0
	Tyson Wall	0 0	39 0	0 0	39 0
	Assigned to Individual Total	1 0	260 6	1 0	262 6

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Metro C West Desktop Support

	High	Low	Medium	MR Total
Assigned Group Total	1 0	260 6	1 0	262 6

Metro C West Desktop Support

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
Metro C West Desktop Support	Bill Hall	0 0.00	80 1.12	0 0.00	80 1.12
	Brian Bobo	0 0.00	16 0.09	0 0.00	16 0.09
	Cody Flanders	0 0.00	9 0.81	0 0.00	9 0.81
	Hal Wold	0 0.00	10 2.80	0 0.00	10 2.80
	Jared B Jensen	0 0.00	6 0.00	0 0.00	6 0.00
	Jeff Bench	0 0.00	41 1.55	0 0.00	41 1.55
	Mike Larsen	1 0.42	41 0.33	1 0.38	43 0.34
	Shane Squire	0 0.00	12 2.04	0 0.00	12 2.04
	Shellie Ramsay	0 0.00	6 0.02	0 0.00	6 0.02
	Tyson Wall	0 0.00	39 0.13	0 0.00	39 0.13

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Metro C West Desktop Support

		High	Low	Medium	ATTR Total
Metro C West Desktop Support	**Assigned to Individual Total**	1 0.42	260 0.90	1 0.38	262 0.89
Assigned Group Total		1 0.42	260 0.90	1 0.38	262 0.89

Metro C West Desktop Support

Detail

INC000000505323	Cory Pope	PC/Laptop	Performance	None		TIR Missed: No	0.26
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.86
INC000000506500	Charris Wayman	Application	Error	Collection Management System		TIR Missed: No	0.06
Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.95
INC000000507215	Curtis Shields	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.20
INC000000507265	John A Walker	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507397	John Fairbanks	None	None	Avaya CentreVu Supervisor		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507431	Bruce B Johnson	Application	Error	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.50
INC000000507553	Tom Schneiter	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.50
INC000000507590	Kelly Thomas	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.24
INC000000507607	Michelle Bennett	None	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507632	Dave Moreno	Application	Password	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.49
INC000000507737	David Pearson	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.52
INC000000507785	James Sellick	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.66
INC000000507873	Ronald Williams	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507876	Gar Odonnell	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507881	Nazee Treweek	None	None	None		TIR Missed: No	0.02
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.02
INC000000507887	Scott Niemeyer	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00

Metro C West Desktop Support

Incident	Name	Type	Category	System	TIR Missed		Value
INC000000507892	Jerry Timmons	PC/Laptop	Error	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507895	Daniel Betts	PC/Laptop	Error	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507897	Craig Keith	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507904	Allen Mafileo	PC/Laptop	Error	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507909	Alicia Stinson	None	None	Novell GroupWise	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508047	Eric Chaston	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.42
INC000000508069	Kristina Johnson	None	None	Utah Drivers License System	TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508072	Jared B Jensen	None	None	ZENworks for Desktops	TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508181	John A Walker	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508224	Chamberlin Neff	Application	Reporting	FATPOT	TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.00
INC000000508226	Robert Cowart	Application	Password	FATPOT	TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.02
INC000000508343	Larry Mower	Application	Reporting	FATPOT	TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.17
INC000000508353	David Pearson	Application	Reporting	FATPOT	TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000508403	Garrett Commagere	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.29
INC000000508406	Bryce Kohler	Application	Reporting	FATPOT	TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.19
INC000000508458	Paul Garske	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508463	Jon Ogden	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.09

Metro C West Desktop Support

INC000000508497	Jed C Davis	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.59
INC000000508602	Pam Oberg	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.64
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	1.24
INC000000508656	Jon Hardman	None	None	Project Development Business (	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508659	Erick Shosted	Storage	Virtual Machine	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508661	Miles Evans	None	None	Project Development Business (	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.05
INC000000508761	Melinda Stephens	None	None	Adobe Acrobat	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508764	Catherine Huhtala	None	None	Adobe Acrobat	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508862	Terry Woodward	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000508965	Bryan Woolstenhulme	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508967	Kim Bowen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509032	Paige Kirby	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509036	Ralph Judd	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000509061	Brandon Weight	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509152	Jared B Jensen	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000509562	Catherine Huhtala	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509728	James McDonald	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.02
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.55
INC000000509911	Melanie Monroe	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00

Metro C West Desktop Support

INC000000509953	Chad Campbell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.19
Metro C West Desktop Support	Cody Flanders	Health		Low	Closed	TTR Missed: No	0.47
INC000000509986	Keri Gibson	None	None	Microsoft Word		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000510022	Paul Kikuchi	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.40
INC000000510028	Tracie Montano	Network	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.39
INC000000510041	Gary Williams	Application	Reporting	ProjectWise		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Medium	Closed	TTR Missed: No	0.38
INC000000510270	Todd Johnson	Application	Reporting	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	1.72
INC000000510411	Phillip Waters	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	1.27
INC000000510490	Terry Woodward	Application	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.18
INC000000510496	Jason Sills	Application	Error	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.17
INC000000510526	Colby Garrick	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.84
INC000000510548	Luke Stradinger	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.03
INC000000510572	Charles Collett	None	None	Content Manager		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000510577	Travis Workman	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Technology Services		Low	Closed	TTR Missed: No	0.00
INC000000510812	Codee Raymond	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	5.07
INC000000510824	Mark Johnson	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	2.96
INC000000510826	Nicholas Street	Application	Error	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	2.93
INC000000510845	Homa Shabestari	Application	None	Microsoft Windows 7		TIR Missed: No	0.10
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Closed	TTR Missed: No	0.10

Metro C West Desktop Support

INC	Name	Category 1	Category 2	Category 3			TIR/TTR Missed		Value
INC000000510881	Kim Bowen	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	4.57
INC000000510893	Jay Henry	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low		Closed	TTR Missed:	No	0.00
INC000000510894	Michele Marfori	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low		Closed	TTR Missed:	No	0.00
INC000000510898	Denice Smith	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low		Closed	TTR Missed:	No	0.00
INC000000510994	Michael J Evans	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low		Closed	TTR Missed:	No	0.00
INC000000511107	Dottie Weese	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	0.00
INC000000511110	Darrell Roberts	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	0.00
INC000000511112	David Krommenhoek	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	0.00
INC000000511224	Linda Massie	None	None	None			TIR Missed:	No	0.01
	Metro C West Desktop Support	Hal Wold	Technology Services	Low		Closed	TTR Missed:	No	1.53
INC000000511260	Alan Peterson	Application	Reporting	FATPOT			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Transportation	Low		Closed	TTR Missed:	No	2.32
INC000000511261	Curtis Sanchez	Application	Reporting	FATPOT			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Transportation	Low		Closed	TTR Missed:	No	2.29
INC000000511268	John Vasquez	Application	Reporting	Utah Highway Patrol Mobile App			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	2.22
INC000000511302	Nikki DeNiro	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	0.00
INC000000511368	Ralph Judd	None	None	None			TIR Missed:	No	0.01
	Metro C West Desktop Support	Hal Wold	Technology Services	Low		Closed	TTR Missed:	No	1.18
INC000000511450	Vu Bowers	Application	Reporting	Utah Highway Patrol Mobile App			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.12
INC000000511558	Jeff Ericson	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed:	No	0.00
INC000000511632	Vu Bowers	Application	Reporting	FATPOT			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.45

Metro C West Desktop Support

INC000000511796	Abiy Geleta	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.07
INC000000511800	Brandon Klenk	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	7.15
INC000000511839	Ralph Judd	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000511841	Torrens Arnold	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000511890	Brian Bobo	None	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	3.40
INC000000511897	Wyatt Weber	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	5.43
INC000000512131	Jackie Nosack	None	None	None		TIR Missed: No	0.06
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.45
INC000000512312	Stan Peterson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000512324	Mindy Hess	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000512369	David Henrie	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000512389	Scott Stephenson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000512391	Emily Smith	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000512393	Joan Foust	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000512394	Pam Russell	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000512502	Steve Wilkins	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000512525	Matt Spillman	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000512547	Clark Allen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.45

Metro C West Desktop Support

INC	Name	Category	Subcategory	Product	TIR Missed	Value
INC000000512674	Cindy Romrell	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000512699	Ralph Judd	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000512986	Alex Fisher	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000513154	Brandon Shaw	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.40
INC000000513157	Bruce Riches	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.39
INC000000513276	Chris Newlin	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.60
INC000000513350	Jason Chapman	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513367	Gary Perea	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.33
INC000000513383	Ritchie Taylor	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000513384	Teresa Johnson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000513385	Jason E Davis	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.52
INC000000513432	Kris Phillips	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513469	Shawn Peppers	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.55
INC000000513547	Leslie M Peterson	None	None	None	TIR Missed: No	0.02
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.82
INC000000513553	Ritchie Taylor	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000513671	Jeff Chugg	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000513753	Edward Layton	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.34

Metro C West Desktop Support

INC000000514110	Stan Burns	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000514149	Brandon Klenk	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000514301	Jacob Dunn	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000514318	Norma Fox	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000514943	Donna McNew	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.15
INC000000514951	Marjean Hansen	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515104	Kelly Sharp	None	None	None		TIR Missed: No	0.02
	Metro C West Desktop Support	Hal Wold	Technology Services	Low	Closed	TTR Missed: No	2.71
INC000000515150	Ritchie Taylor	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000515151	Marc Sutton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000515153	Teresa Johnson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000515190	Alex Fisher	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.30
INC000000515192	Trina Griffith	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.30
INC000000515343	Brandon Cloward	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000515349	Denis Stuhff	Application	None	Microsoft Windows 7		TIR Missed: No	0.22
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	1.07
INC000000515509	Mike White	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.48
INC000000515708	Jared Jensen	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.02
INC000000515722	Thomas Simpson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11

Metro C West Desktop Support

Incident	Name	Type	Category	Item		Status	TIR Missed	TTR Missed	Value
INC000000515738	Jeff Willmore	Application	Reporting	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed		TTR Missed: No	0.85
INC000000515771	Kathy S Wilcox	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low		Closed		TTR Missed: No	0.00
INC000000515797	Mitch Hood	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Cody Flanders	Technology Services	Low		Closed		TTR Missed: No	0.00
INC000000515798	T Artis	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Cody Flanders	Technology Services	Low		Closed		TTR Missed: No	0.00
INC000000515816	Cody Flanders	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Hal Wold	Technology Services	Low		Closed		TTR Missed: No	0.00
INC000000515839	Vincent Liu	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed		TTR Missed: No	0.36
INC000000515955	David Pearson	Application	Reporting	FATPOT			TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed		TTR Missed: No	2.24
INC000000516019	Alex Fisher	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed		TTR Missed: No	2.97
INC000000516082	Jill Tabish	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed		TTR Missed: No	2.63
INC000000516126	Mindy Lindquist	None	None	None			TIR Missed: No		0.06
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low		Closed		TTR Missed: No	1.38
INC000000516258	Jack Jessop	Application	Reporting	FATPOT			TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed		TTR Missed: No	1.27
INC000000516356	Matt Zwemke	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Transportation	Low		Closed		TTR Missed: No	4.95
INC000000516682	Amanda Holm	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low		Closed		TTR Missed: No	0.00
INC000000516692	Eric Chaston	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed		TTR Missed: No	0.00
INC000000516913	Ryan Nuesmeyer	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed		TTR Missed: No	4.74
INC000000517065	Emery Calkins	Application	Reporting	FATPOT			TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed		TTR Missed: No	0.19
INC000000517214	Kim Passey	Application	Reporting	FATPOT			TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed		TTR Missed: No	2.36

Metro C West Desktop Support

INC000000517411	Douglas Christensen	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000517429	Georgia Difrancesco	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000517439	Joe Clasby	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.32
INC000000517687	Adam Sorensen	None	None	None	TIR Missed: No	0.23
Metro C West Desktop Support	Hal Wold	Technology Services	Low	Closed	TTR Missed: Yes	8.39
INC000000517735	Jack Oman	PC/Laptop	Error	None	TIR Missed: No	0.94
Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.94
INC000000517909	Rachel Conner	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000517962	Leona Cover	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000517988	Michelle Hunt	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518003	Valerie Webster	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518234	Becki Simmons	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000518236	Janice Billeter	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000518237	Glen Clark	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000518286	Pam Russell	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518499	John Njord	Mobile Devices	Error	iPhone	TIR Missed: No	0.03
Metro C West Desktop Support	Mike Larsen	Transportation	High	Closed	TTR Missed: No	0.42
INC000000518513	Kelly Young	PC/Laptop	Hardware	None	TIR Missed: No	0.10
Metro C West Desktop Support	Mike Larsen	Technology Services	Low	Closed	TTR Missed: No	0.92
INC000000518537	Catherine Higgins	PC/Laptop	Performance	None	TIR Missed: No	0.48
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	5.21
INC000000518628	Aiveni Taufa	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	5.10

Metro C West Desktop Support

Incident	Name	Category	Type	Item			TIR/TTR		Time
INC000000518638	Ahmad Jaber	Application	None	Internet Explorer			TIR Missed:	No	0.04
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed:	Yes	12.39
INC000000518655	Todd Royce	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	4.61
INC000000518741	Mindy Nelson	PC/Laptop	Hardware	None			TIR Missed:	No	0.50
	Metro C West Desktop Support	Mike Larsen	Transportation	Low		Closed	TTR Missed:	No	0.50
INC000000518846	Amanda Holm	PC/Laptop	None	None			TIR Missed:	No	0.74
	Metro C West Desktop Support	Mike Larsen	Transportation	Low		Closed	TTR Missed:	No	0.74
INC000000518902	Jason Jensen	Application	Password	Utah Criminal Justice Informatio			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.05
INC000000519027	Justin Cheney	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.00
INC000000519128	Leslie M Peterson	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low		Closed	TTR Missed:	No	1.77
INC000000519155	Cody Flanders	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low		Closed	TTR Missed:	No	0.00
INC000000519158	David Miller	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low		Closed	TTR Missed:	No	0.00
INC000000519195	Scott Pugmire	Application	Error	FATPOT			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.54
INC000000519223	Richard Beveridge	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.26
INC000000519229	Corey Houskeeper	Application	Password	Utah Criminal Justice Informatio			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.20
INC000000519234	Cindy Romrell	None	None	Persystent Suite			TIR Missed:	No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low		Closed	TTR Missed:	No	0.94
INC000000519237	Todd Royce	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low		Closed	TTR Missed:	No	0.53
INC000000519310	Teresa Johnson	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	4.53
INC000000519313	Edward Layton	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	0.00
INC000000519318	Phillip Peterson	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed:	No	0.00

Metro C West Desktop Support

INC000000519616	Todd Richins	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.34
INC000000519633	Josh Workman	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.14
INC000000519638	Travis Barrett	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.79
INC000000519743	Todd Royce	Application	Reporting	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.62
INC000000519787	Rod Elmer	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.35
INC000000519814	Vu Bowers	Application	Reporting	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.27
INC000000519877	Lynn Bernhard	Application	None	None		TIR Missed: No	0.18
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	1.24
INC000000519956	Michelle Hunt	None	None	Microsoft Office		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000519964	Michelle Hunt	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000519971	Kim Passey	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000520044	Stan Johnson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520156	Kellie Oaks	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.45
INC000000520280	Maurine Penrod	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.93
INC000000520312	Jess Anderson	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.61
INC000000520353	Paul Kotter	Application	Reporting	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.44
INC000000520379	Craig Thompson	PC/Laptop	Hardware	None		TIR Missed: No	0.54
Metro C West Desktop Support	Cody Flanders	Technology Services	Low	Closed	TTR Missed: No	1.09
INC000000520390	Taylor Van Houten	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.26

Metro C West Desktop Support

INC000000520577	Robert Giolas	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.21
INC000000520582	Daniel Betts	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.15
INC000000520590	Darrell Roberts	None	None	PGP	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520593	John Montoya	None	None	Droid	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520595	Bailey Toolson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520864	Mike Sadler	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000520919	Steven Nielsen	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520934	Jeremy Covington	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520945	Nazee Treweek	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520970	Brad Horne	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.49
INC000000521045	Kevon Ogden	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.83
INC000000521285	Doug Rawlinson	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.88
INC000000521440	Matt Urban	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.25
INC000000521531	Teri Carter	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.24
INC000000521538	Nicholas Napierski	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000521628	Ralph Judd	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Hal Wold	Technology Services	Low	Closed	TTR Missed: Yes	10.51
INC000000521698	Nathan Croft	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.30

Metro C West Desktop Support

INC000000521908	Ingrid Norton	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000521912	Richard Glem	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521914	Kristina Johnson	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000521917	Teri Gaus	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521927	Ralph Judd	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000521939	Paula Magnuson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521942	Bryan Hansgen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521955	Cindy Romrell	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000521959	David Miller	None	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000522501	Weston Wilde	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000522553	Ingrid Norton	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000522621	John Bailey	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000522633	Scott Gabbert	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000522634	David Miller	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000522694	Michelle Verucchi	None	None	None	TIR Missed: No	0.06
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.06
INC000000522839	Andre Sanchez	None	None	None	TIR Missed: No	0.03
	Metro C West Desktop Support	Mike Larsen	Technology Services	Low	Closed	TTR Missed: No	3.91
INC000000522884	Todd Royce	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00

Metro C West Desktop Support

INC000000523298	Darrell Roberts	None	None	PGP	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	1.11
INC000000523336	Todd Royce	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.10
INC000000523378	Jeremiah Crook	None	None	None	TIR Missed: No	0.03
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	1.35
INC000000523537	Barbara Adams	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000523567	Allison Unsworth	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000523678	Joshua Porter	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.42
INC000000523701	Nolan Mitchell	None	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.37
INC000000523702	Nolan Mitchell	None	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.38
INC000000523957	David Miller	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000524037	Teresa Johnson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000524062	Mike Larsen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000524064	Shellie Ramsay	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000524196	Raymond S Meldrum	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000524200	Rick Shrader	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.49
INC000000524275	Scott Wilson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000524279	Troy Mills	Application	Password	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.09
INC000000524289	Kathy Vansickle	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00

Metro C West Desktop Support

INC	Name	Category	Type	Product	TIR Missed		Value
INC000000524832	Valerie Webster	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000524865	Brandon Cloward	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000524953	Jack Mason	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000525231	Catherine Higgins	Application	Error	Internet Explorer	TIR Missed:	Yes	1.24
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: Yes	7.23
INC000000525283	Laura Russell	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	3.96
INC000000525292	Jason Sagers	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	3.94
INC000000525611	Steven Clark	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000525660	Emery Calkins	Application	Reporting	FATPOT	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.10